

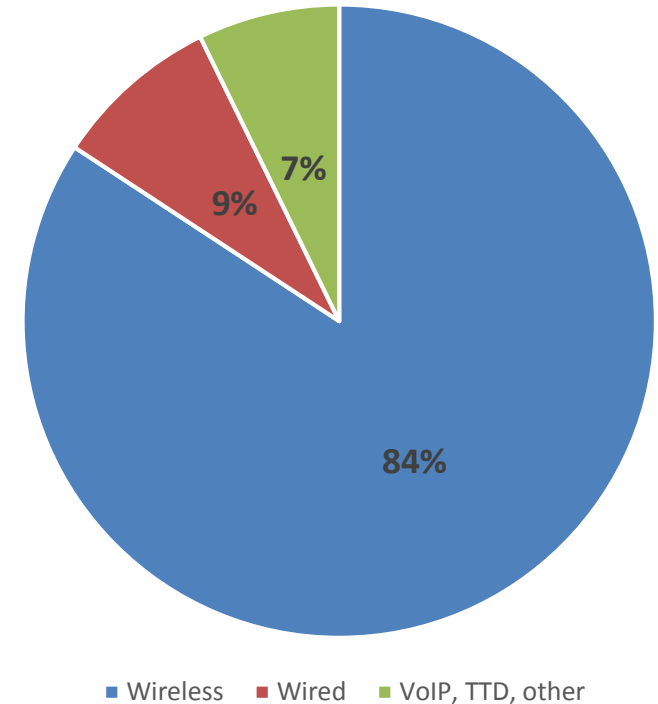
EMERGENCY SERVICES 2018 YEAR END REPORT



EDWARD J. MEIMAN III
DIRECTOR

Year	Total Calls	Incoming 911 Calls	Incoming Non-Emergency
2015	1,547,069	755,997	418,511
2016	1,523,012	735,237	442,702
2017	1,430,026	688,580	420,776
2018	1,361,987	647,691	393,887

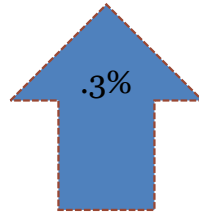
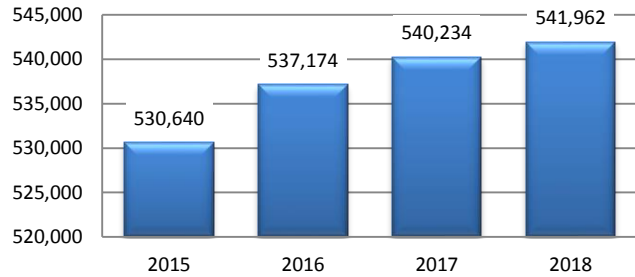
Source of Incoming 911 Calls in 2018



Additional Call Data for 2018	
Administrative Calls – Includes non-emergency calls for service coming from the public and public safety agencies/personnel	714,296
Outgoing Calls – Includes returned calls to 911 hang-ups and any outgoing calls related to public safety and public services	280,963
Abandoned Calls 911 calls in which the caller disconnects before the call is answered	52,238

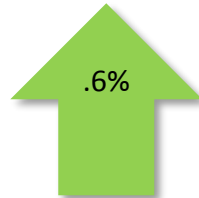
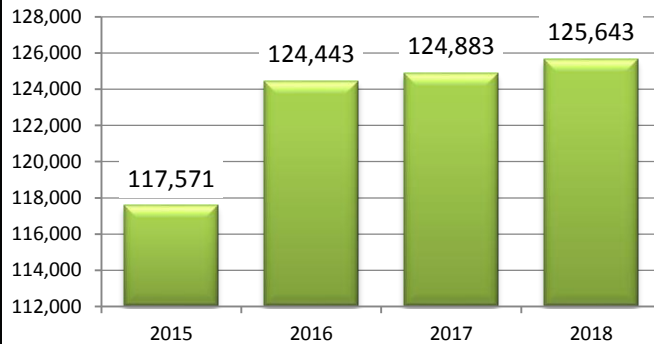
MetroSafe - Calls for Service, By Agency Type

Police Calls for Service



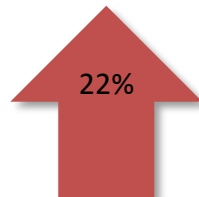
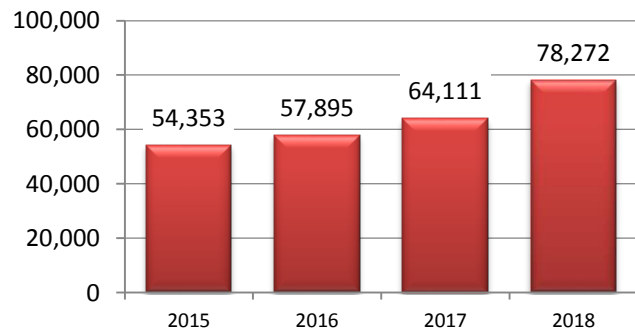
'17 to '18
% change

EMS Calls for Service



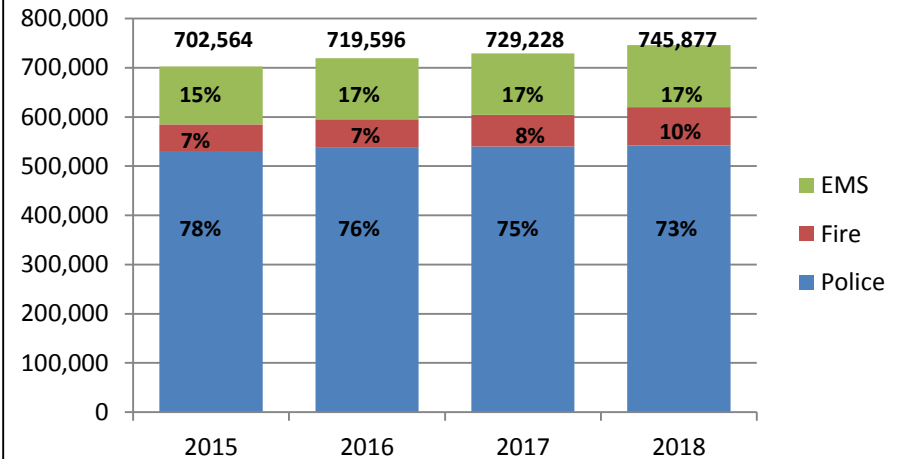
'17 to '18
% change

Fire Calls for Service



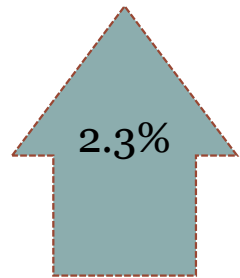
'17 to '18
% change

Total Calls for Service



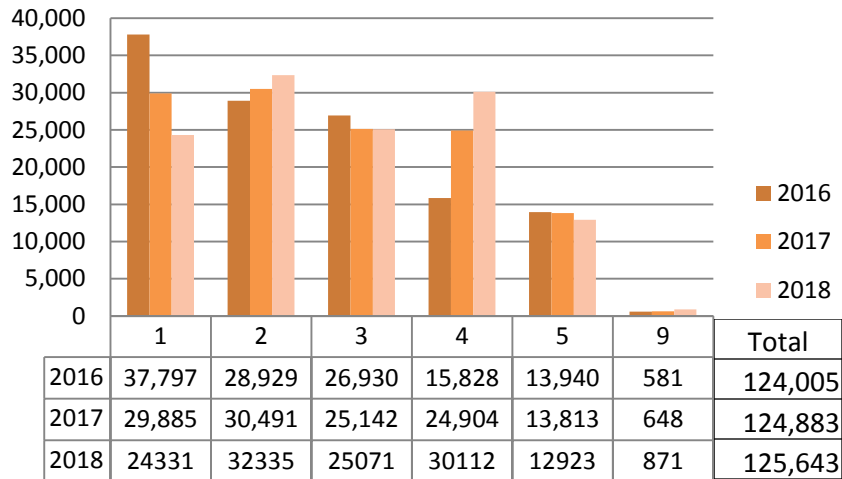
Overall, calls for service to the 911 Communications Center increased by 2.3%, or 16649 runs, in 2018 compared to 2017. Fire runs increased by 14161 runs and LMPD had an additional 1728 runs. EMS had an increase of 760 runs.

“Fire” includes Louisville Fire, Shively Fire and Jefferson County Fire. “Police” is LMPD only and “EMS” is LMEMS and suburban Fire & EMS agencies.

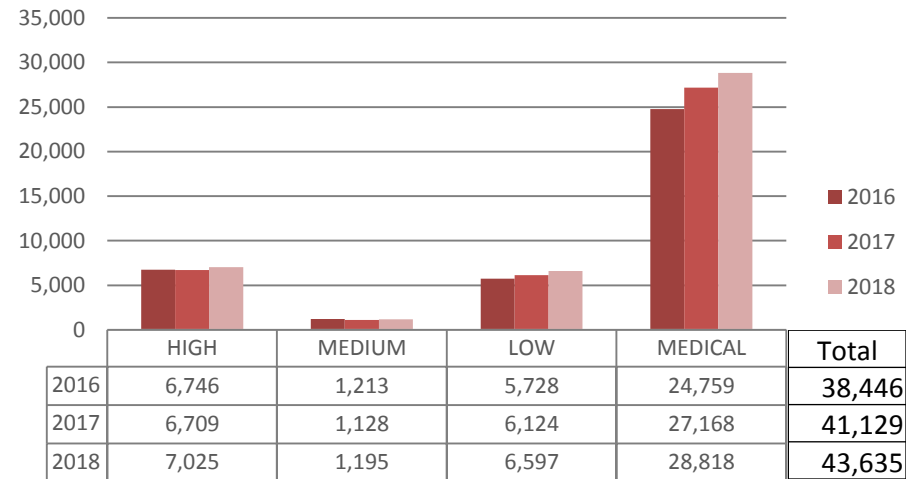


'17 to '18
% change

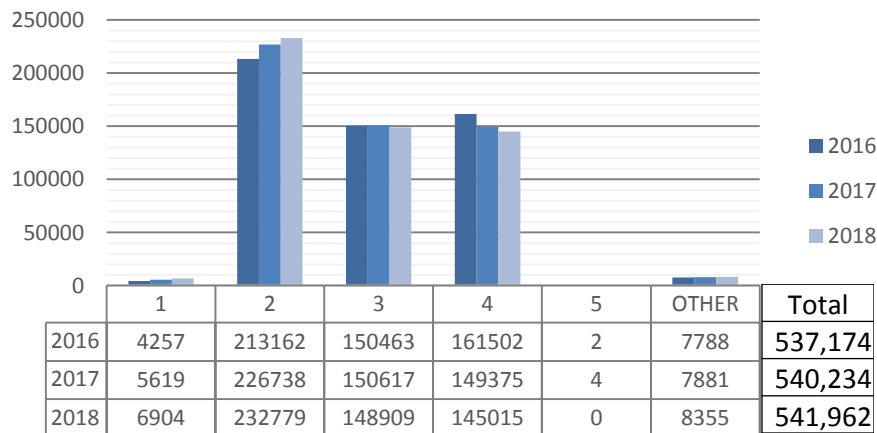
EMS Calls for Service, By Event Priority



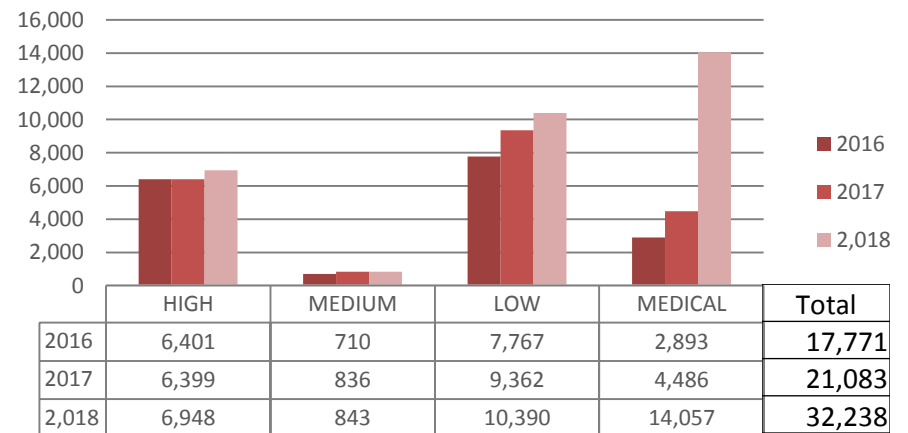
LFD Calls for Service, By Event Category



LMPD Calls for Service, By Event Category

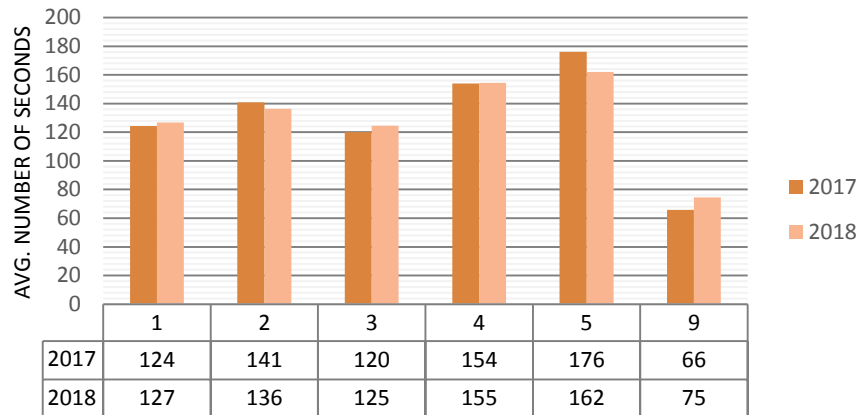


JCFD Calls for Service, By Event Category

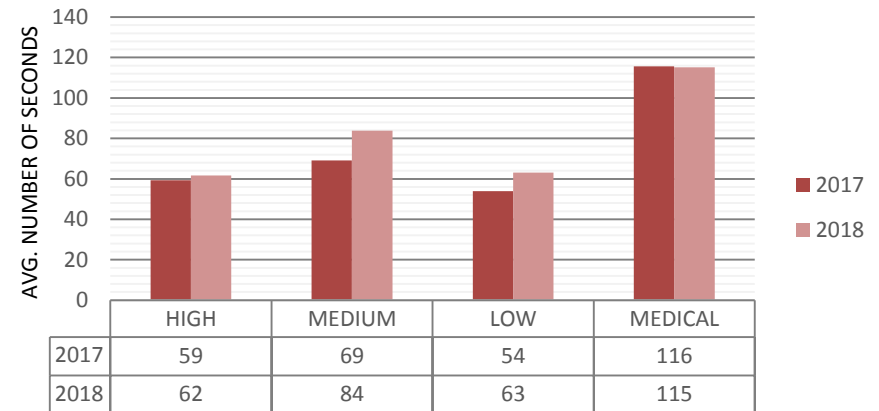


MetroSafe - Pickup to Dispatch

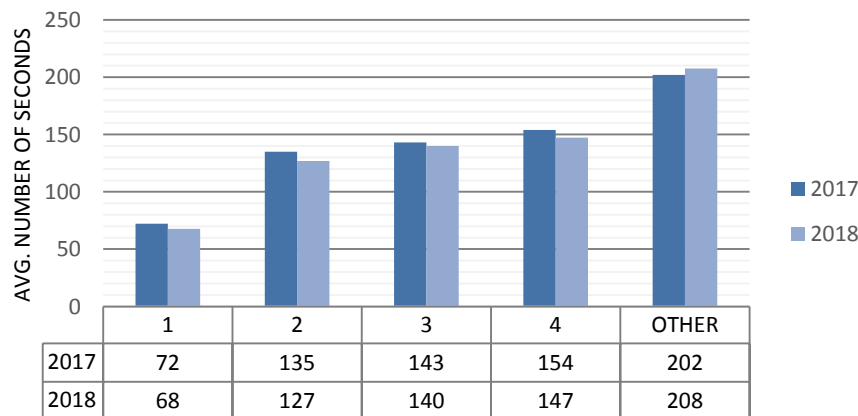
EMS Pickup to Dispatch, By Event Priority



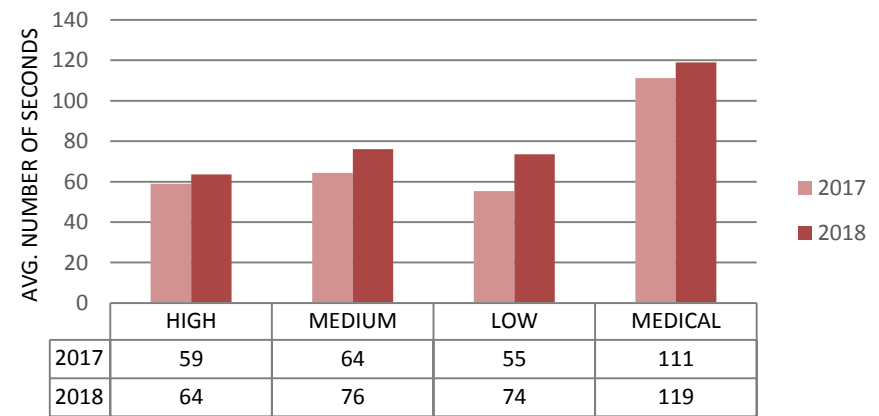
LFD Pickup to Dispatch, By Event Category



LMPD Pickup to Dispatch, By Event Category



JCFD Pickup to Dispatch, By Event Category



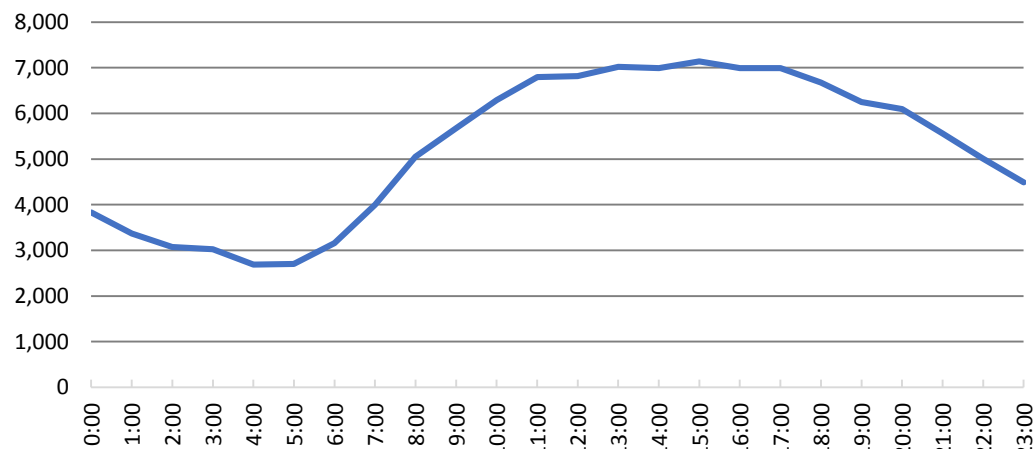
Please note: Pickup to Dispatch averages do not include first responder self-initiated runs.

Event Priority	ALL EMS - Average Dispatch to On-Scene Times	
	2017	2018
1	0:08:52	0:08:26
2	0:09:19	0:08:46
3	0:09:23	0:08:57
4	0:11:17	0:10:56
5	0:12:26	0:11:53
9	0:10:48	0:10:38

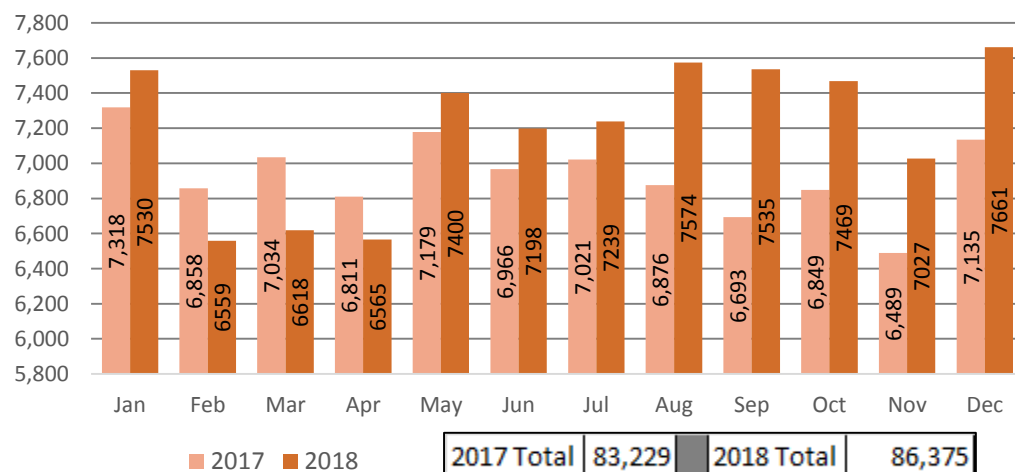
LMEMS System UHU: .54

ALL EMS - Top 5 Chief Complaints	2018	Event Type	Count
		Fall	15,478
		Sick	15,039
		Breathing Problem	12,952
		Chest Pain	11,906
		Unknown Problem	10,167
	2017	Sick	14,400
		Falls	13,589
		Breathing Problem	11,855
		Unknown Problem	11,651
		Chest Pain	10,017

2018 All EMS Calls for Service by Time of Day



EMS Transports to Hospital



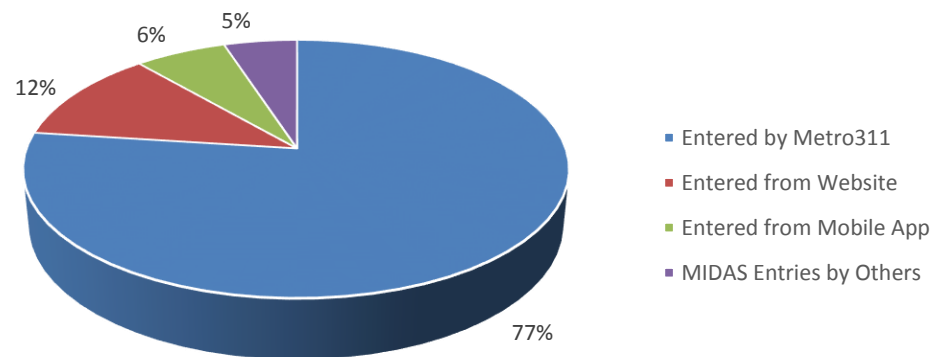
Metro311 Activity 2018

Call Stats	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec.	Totals	Mo. Aver.
Received Calls 24/7	14,618	16,197	18,530	17,750	21,995	19,518	19,709	20,194	16,327	18,332	15,395	11,269	209,834	16,774
Received Calls M-F from 7-7	14,219	15,776	18,524	17,741	21,792	19,508	19,518	20,193	16,326	18,331	15,395	11,269	208,592	16,565
Calls Sent to Agents	14,219	15,776	18,524	17,741	21,792	19,508	19,518	20,189	16,321	18,328	15,256	11,267	208,439	16,565
Answered Calls	13,004	13,437	15,556	14,820	17,683	15,984	15,516	15,720	12,451	15,640	13,542	10,746	174,099	14,204
Abandoned Calls	1,215	2,338	2,968	2,921	4,109	3,523	4,002	4,467	3,870	2,688	1,714	521	34,336	2,361
Difference (lost calls)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
% Aban. M-F from 7-7	8.5%	14.8%	16.0%	16.5%	18.9%	18.1%	20.5%	22.1%	23.7%	14.7%	11.2%	4.6%	16.5%	14.2%
Aver. Aban. Time in Sec.	68	67	82	82	83	80	90	91	95	83	67	46		
Aver. Ans. Time in Sec.	47	73	92	96	108	114	132	147	147	84	58	20		
Aver. Talk Time in Sec.	125	123	130	141	131	142	146	150	158	131	116	117		

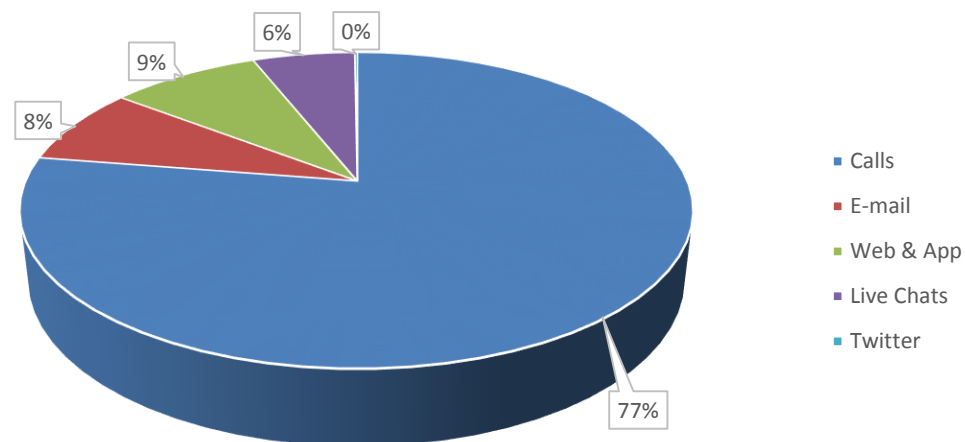
MIDAS Entries	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec.	Totals	Mo. Aver.
Entered by Metro311	5,236	5,909	6,996	7,341	9,304	7,893	7,972	8,835	6740	6,902	5,159	4,403	82,690	6,371
Entered from Website	846	963	1,004	926	1,282	1,278	1,372	1,420	1,034	998	749	589	12,461	935
Entered from Mobile App	391	563	536	665	750	601	697	645	513	544	519	365	6,789	539
MIDAS Entries by Others	422	425	451	503	551	521	514	432	506	396	393	286	5,400	450
MIDAS Entries Total	6,895	7,860	8,987	9,435	11,887	10,293	10,555	11,332	8,793	8,840	6,820	5,643	107,340	8,945

Metro311 Interactions	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec.	Totals	Mo. Aver.
Calls Answered	13,004	13,437	15,556	14,820	17,683	15,984	15,516	15,720	12,451	15,640	13,542	10,746	174,099	14,508
E-mails Addressed	1,172	1,716	2,265	1,498	1,454	1,382	1,361	1,390	1,541	1,864	1,155	963	17,761	1,480
SRs Routed from Web and App	1,237	1,526	1,540	1,591	2,032	1,879	2,069	2,065	1,547	1,542	1,268	954	19,250	1,604
Live Chats	1,348	1,401	1,332	1,141	1,419	1,180	1,257	1,161	769	818	739	572	13,137	1,095
Twitter Tweets	45	40	14	26	50	25	39	17	20	23	19	22	340	28
Metro311 Interactions Total	16,806	18,120	20,707	19,076	22,638	20,450	20,242	20,353	16,328	19,887	16,723	13,257	224,587	18,716

107,340 Service Requests



Types of Contacts



Top 10 Service Calls	Count
High Grass & Weeds	6,901
Street Potholes	6,597
Exterior Violations	5,580
Trash on Private Property	4,764
Damaged Garbage Carts	4,743
Missed Garbage	4,203
Abandoned Vehicle	3,822
Stolen Garbage Cart	3,502
Recycle Bin Request	3,067
Missed Yard Waste	2,485

Emergency Management

TIME PERIOD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Monthly Avg
GENERAL EMA BUSINESS														
Tier Two HazMat plans received	64	201	418	1	3	1	0	0	0	0	0	0	688	105.8
EHS (Extremely Hazardous Substances) Plans	0	23	12	12	5	4	0	0	0	0	0	0	56	8.6
RMP Audits (Risk Management Plan)	0	0	0	0	0	0	0	2	5	1	1	1	10	0.8
Hazardous annual waste reports received	8	59	26	1	2	5	0	0	1	0	0	0	102	8.5
JCPS Safety Plans Received	0	0	0	0	0	0	0	30	125	0	0	0	155	12.9
Childcare Plans Received	20	16	6	4	9	72	14	17	14	15	13	23	223	18.6
Dialysis and Surgical Plans Received	3	1	0	1	1	1	0	0	0	0	0	0	7	0.6
Emergency Responses	0	3	7	0	1	1	0	0	1	1	0	0	14	1.2
EOC Activation Hours	10.5	0	24	21	43.5	2	19	0	23.5	19	24	0	186.5	15.5
LENS Alerts	20	22	13	14	27	23	49	25	37	15	28	55	328	27.3

WARNING SIRENS

PM/Routine Maintenance	10	14	11	14	15	24	13	14	8	8	27	16	174	14.5
Newly Completed Installations	0	0	0	0	0	0	0	0	0	2	0	0	2	0.2
Rahap Old Sirens/Sites Work Completed	0	0	0	0	2	0	0	0	0	0	0	0	2	0.2
Upgrade Siren/Site Work Completed	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0
Pending Work (New, Rehap & Upgrade)	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0

SEARCH & RESCUE

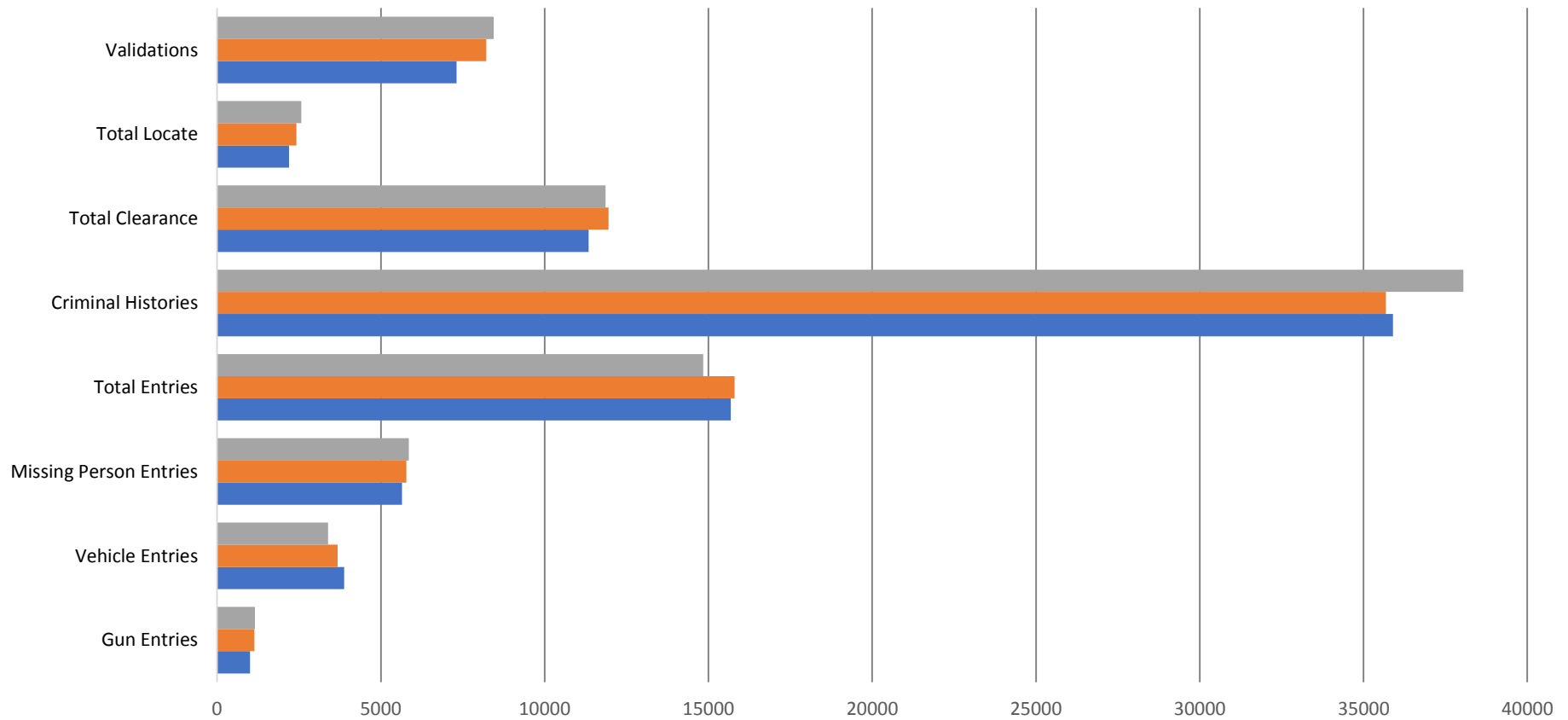
Total of All SAR notifications	2	2	3	3	3	3	2	3	4	4	5	5	39	3.3
Golden Alerts Only	0	0	1	0	1	1	0	1	0	1	0	2	7	0.6
Amber Alerts Only	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0

TRAINING

Training & Exercise Hours Completed by Staff	97	12	51	18	51	9.5	100	11	42	88	47	25	551.5	46.0
Training & Exercise Hours Provided	4	32	16	8	4	68	8.5	24	3	26	28	80	301.5	25.1
<i>Total # of Students</i>	135	94	48	43	50	254	53	30	45	52	81	50	935	77.9
Tours Provided	2	5	3	11	2	1	1	1	1	0	1	1	29	2.4
Public Engagements Conducted	1	5	11	3	7	11	5	15	10	10	10	0	88	7.3
<i>Approximate # of Public Reached</i>	115	1640	1125	300	1170	590	143	11736	1808	2120	1137	0	21884	1,823.7

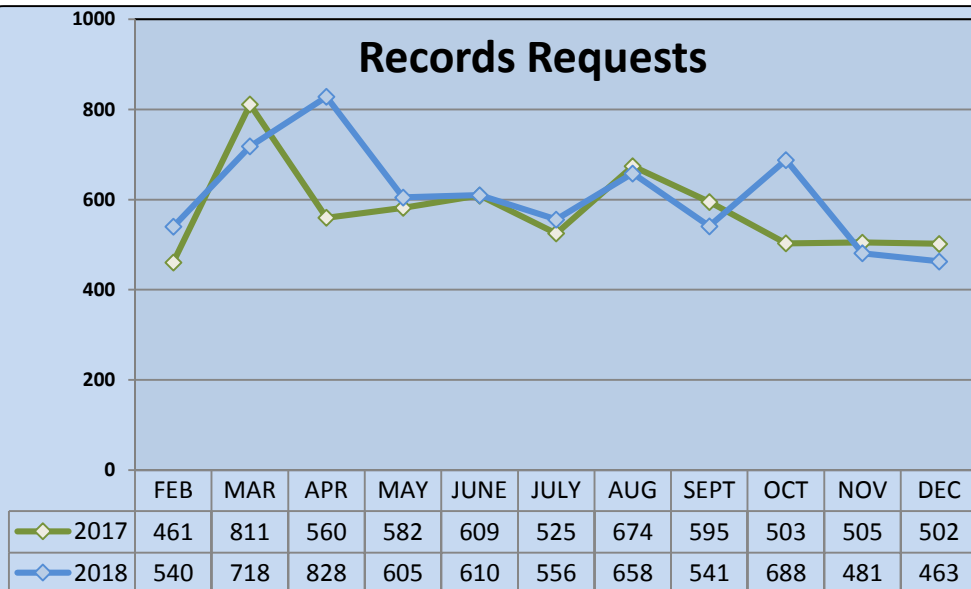
NCIC

■ 2018 ■ 2017 ■ 2016

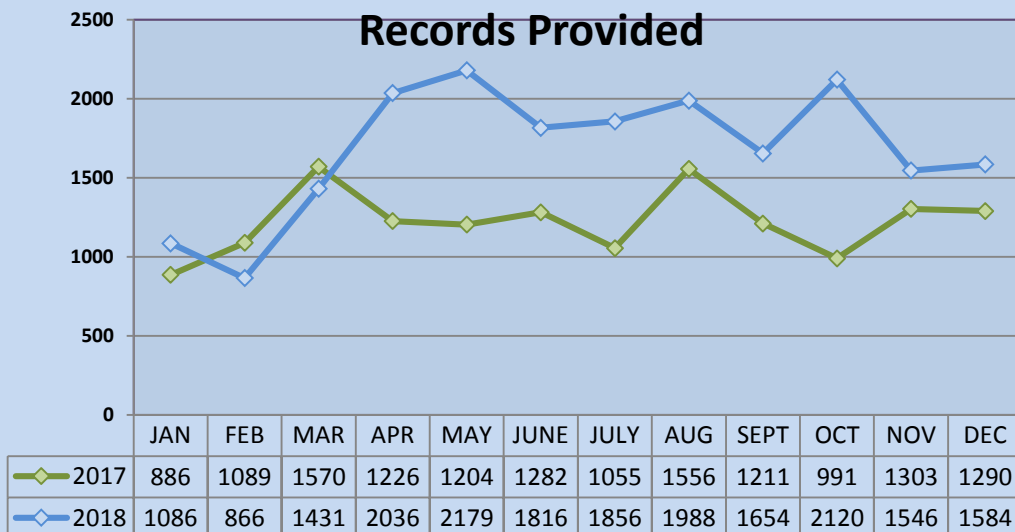


	Gun Entries	Vehicle Entries	Missing Person Entries	Total Entries	Criminal Histories	Total Clearance	Total Locate	Validations
2018	1157	3390	5849	14839	38044	11863	2568	8446
2017	1138	3680	5780	15801	35685	11952	2424	8216
2016	1007	3878	5646	15680	35897	11341	2194	7308

Records Requests



Records Provided



Breakdown of Origin of Requests JANUARY - DECEMBER, 2018



EMERGENCY MEDICAL SERVICES - PowerPhone Codes

PowerPhone's Computer Aided Call Handling divides Calls for Service into five separate priorities. Each of these entries is assigned a Code 1, 2 or 3 response by the medical director. Examples of each priority are listed below.

Priority 1 - Any medical incident that recommends initiating CPR prior to EMS arrival on-scene; active aggressor incidents, severe allergic reaction, incidents in which the patient is not alert, asthma, choking, traumatic chest injuries, severe difficulty breathing, imminent childbirth, rescues, electrocutions, severe falls, gas leaks or carbon monoxide leaks with injuries, motor vehicle accidents (bicycle, ejection, motorcycle, pedestrian, rescue, rollover, submerged), shootings with CPR, stabbings with CPR, severe seizures, train accidents (collision, derail, pedestrian) and unconscious persons.

Priority 2 - Breathing problems, burns, chest pain, child birth (not imminent), diabetic incidents, heart problems, poisonings, sick, stroke, structure fires with a rescue, traumatic injury and unconscious person.

Priority 3 - Allergy concerns, animal bites, assault, back pain with fainting, bleeding, small burns, chimney fire with rescue, heat exposure, eye problems, falls, headache, motor vehicle accidents (fire, hazmat, injury), public disturbance with injury, robbery with injury, seizure still breathing, shooting, stabbing and structure fire with injury.

Priority 4 - Medical alarm, child exploitation with injury, carbon monoxide inhalation, diabetic incident with normal behavior, domestic incident with injury, cold exposure, falls not dangerous to the body and unknown medical incident.

Priority 5 - Abdominal pain, allergic reaction, insect bite, back pain, bleeding not serious, lift assist and person found.

TOTAL RESPONSE
By POWERPHONE

POLICE - PRIORITIES

PRIORITY 1 - Emergency calls that require an immediate dispatch of law enforcement include the following:

Officer in trouble needs help, Officer taken hostage, hold up / hold up alarms, sexual assault / rape in progress, and shooting / stabbing.

PRIORITY 2 - Urgent and require an immediate dispatch of law enforcement or notification to the commanding officer that units are not available. They include the following: domestic trouble or domestic violence, injury accident, trouble, bomb threat, break in – in progress / just occurred, assist EMS, fight, person down, shots fired in the area, request backup - Code 1, strong-arm robbery, and violator.

PRIORITY 3 - Calls that require an on-scene response but are more routine in nature and do not necessitate an immediate response from law enforcement. They include the following: shoplifter, exposure of person, burglar alarm, children left alone, suspicious person, stranded motorist, disorderly person, fire, train derailment, intoxicated person, wanted person, hit-and-run accident, missing person, non-injury accident, terrorist activities and intoxicated driver.

PRIORITY 4 - Calls for Service that are non-emergency Calls for Service. These include the following: investigation, out-of-service, hazmat escort on the river, meet the officer, prisoner, loud music, reckless driver, report, corpse and contact the subject.

PRIORITY 5 - Wrecker runs (waiver tows, wrecker service, repos, contract tows)

OTHER - Event codes that are administrative and not captured in the other categories. Includes: call by phone, test call and attempt to locate.

FIRE PRIORITIES High, Medium, Low and Medical

HIGH: CO Detector, structure fire, chemical spill / fire, electrical fire or odor, fire alarm – residential or commercial, fire close to structure, garage / shed fire, gas leak - inside, gas leak – outside with fire, water leak/electrical.

MEDIUM: Structure collapse, roof/walls collapse, auto rescues with injuries, auto vs. train, auto vs. structure, confined space rescue, extrication, elevator rescue, high angle rescue, water rescue, watercraft rescue, trench rescue, other rescues, plane crash alert, public assist and safe place.

LOW: Assist Police, boat fire, automobile fire, chemical or gas odor outside, chemical spill, child locked in car, CO Detector, controlled burn, dumpster fire, elevator rescue, field / grass / brush, gas leak - outside, lap in, lock in, lock out, medical assist, mutual aid response, plane crash alert, public assist, safe place, smoke in the area, steam rupture, tanker fire, tractor-trailer fire, transformer fire, trash fire, trees down, wash off, water leak, and wire down.

MEDICAL: Medical responses that Fire is dispatched as a dual response with EMS.